

James H. Shortz  
Post Office Box 3874  
Montgomery, Alabama 36109

May 12, 2005  
(334) 467-7880

UPS  
Corporation Company  
Suite 204  
2000 Interstate Park Drive  
Montgomery, Alabama 36104

Dear Sir/Madam:

This is to inform you that, unless UPS honors its responsibility to seek a reasonable settlement of this complaint within a reasonable amount of time, I, James H. Shortz intend to bring the damage I have suffered to the attention of the courts in order to seek a redress of my grievance.

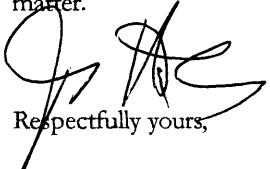
On October 7, 2004, I arranged to ship a computer to Nigeria via UPS EXPRESS. The cost of the shipment was \$384.64, which was paid at the time the UPS Pick-up was made at my residence, 801-28<sup>th</sup> Avenue Phenix City, Alabama 36869 at 12:12 p.m. See UPS tracking number "4666 100 014 8" for the details of the shipment I purchased to send to "Pamela O. Ezeala of #30 Uyo Street Rumuomasi Port Harcourt Rivers State Nigeria." My package was never delivered as contracted; my package was searched and seized without probable cause; and your employees, customer service representatives and security officer Penny Stewart, treated me disrespectfully.

On November 2, 2004, I retrieved my misdirected package from the UPS terminal in Montgomery, Alabama without showing any identification or verification that it was in fact my property. I then arranged to have the package inspected and found that it had been searched without probable cause and redirected from its specified destination by UPS personnel.

I therefore intend to enter a complaint into the appropriate courts that UPS has violated my equal protection rights and have refused to do business legally according to the law in the case of my Nigerian shipment. I intend to show the courts that I have been inconvenienced and that I have been denied my Constitutional Rights on several fronts. I intent to show the courts that UPS employees deliberately discriminate to people of

color and with their responsibilities to ship to certain African Countries routinely; this case verifies all of those complaints and more.

I expect to have a response from you within thirty days because, since October 7, 2004, UPS has already had a reasonable amount of time to make good on any intent to honestly and honorably offer restitution in this matter.

  
Respectfully yours,

James H. Shortz



November 9, 2004  
 Shipper 0000330X53  
 Page 2 of 2



## DAMAGE/LOSS UPDATE INFORMATION

INQUIRY FROM: **JAMES SHORTZ**  
**801 28TH AVE**  
**PHENIX CITY AL 36869-5219**

**SHIPMENT TO: PAMELA EZEALA**  
**#30 UYO ST RUMUOMASI**  
**PORT HA PHC21**

Shipper Number.....	0000330X53	Pickup Date.....	10/07/04
Number of Parcels.....	1	Weight.....	15
Shipper Invoice Number.....	PHC21	Shipper Reference Number.....	PHC21
Tracking Identification Number...	46661000148		
Merchandise.....	1 HP LAPTOP NOTEBOOK		

We are unable to honor your claim because **YOUR CLAIM REQUIRES APPROVAL BY YOUR LOCAL SECURITY DEPARTMENT BEFORE PAYMENT CAN BE PROCESSED. IF YOU HAVE ANY QUESTIONS CALL 1-800PICKUPS.**

This information was reviewed with **JAMES SHORTZ** on **11/08/04**.

If you have any questions, please contact your UPS Account Executive at **1-800-PICKUPS**. Use your shipper number **0000330X53** with your claim number **75375115** as a reference.

**WHEN MAILING OR FAXING CLAIM PAPERWORK ALWAYS USE THIS LETTER AS YOUR COVER SHEET.**

Fax any additional information to: **1-800-877-9508**  
 Or, mail it to:  
**Claims Processing Center (BIR)**  
**P.O. BOX 1265**  
**Newport News VA 23601-1265**

Your documentation will remain on file at our location for 90 days from the date of this letter. Please contact us if you would like a copy of the original documents returned to you.

**Thank you for your patience and understanding.**

**UPS Customer Service**



**\*\*AABNJAX901\*\***

NPT8AAT:000A0000

November 9, 2004  
Shipper 0000330X53  
Page 1 of 2

**UPS Customer Service  
2929 East Corona Road  
Tucson AZ 85706**

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**DELIVERY INFORMATION SERVICE**



#BWNCWPD  
#0000A0000330X531# 69760200002209  
MB 01 001283 00527 H 6 A



JAMES SHORTZ  
801 28TH AVE  
PHENIX CITY AL 36869-5219

**Enclosed is information concerning your shipment(s) with us. Thank you for  
allowing us to serve you.**

**Sincerely,**  
**UPS Customer Service**

*Be proactive -- send ship, exception and delivery notifications with Quantum View  
Notify.<sup>SM</sup> Available in WorldShip International, UPS Internet Shipping and UPS  
CampusShip.*







354-669-4294

Richard E. Quincy  
Security Representative

United Parcel Service



118 Citation Court  
Birmingham, AL 35209  
Phone: (334) 241-4615  
Fax: (334) 241-4622  
bhmireq@ups.com

PLEASE TYPE. SEE INSTRUCTIONS ON BACK.

1 <b>SHIPPER'S UPS ACCOUNT NO.</b>		SHIPPER'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (E.I.N.)
330X53		
S H I P P E R	NAME OF SENDER	TELEPHONE NO. (Very Important)
	JAMES H SHORTZ (334) 467-7880	
COMPANY NAME AND ADDRESS (Include ZIP Code)		
James H Shortz 80, 28TH AVE Albemarle City, AL		
2 <b>CONSIGNEE'S UPS ACCOUNT NO.</b>		CONSIGNEE'S IDENTIFICATION NO. FOR CUSTOMS PURPOSES (V.A.T., Importers No., R.F.C. No., etc.)
P A N M E L A E Z E A L A		
C O N S I G N E E	NAME OF CONTACT PERSON	TELEPHONE NO. (Very Important)
	PAMELA EZEALA +2348033411131	
COMPANY NAME AND ADDRESS (Include Postal Code)		
PAMELA EZEALA #30 UND STREET RUMUOMAS, PORT HARCOURT RIVERS STATE NIGERIA		
3 <b>PAYMENT OF CHARGES</b>		
BILLING OPTION (Select one option only) Refer to the appropriate service guide for options available by country		
<input checked="" type="checkbox"/> PREPAID <input type="checkbox"/> FREIGHT COLLECT <input type="checkbox"/> FOB <input type="checkbox"/> C&F <input type="checkbox"/> DELIVERED DUTY PAID <small>Shipper pays all shipping charges. Consignee pays all shipping charges, including duty and V.A.T.</small>		
<input type="checkbox"/> C&F <small>Shipper pays all shipping charges to port of export. Consignee pays balance.</small>		
<input type="checkbox"/> DELIVERED DUTY PAID <small>Shipper pays shipping charges to port of import. Consignee pays balance.</small>		
<input type="checkbox"/> BILL, DUTY, TAX AND SHIPPING CHARGES TO SHIPPER <small>Shipper pays shipping charges and duty. Consignee pays V.A.T. (Shipper must have a UPS account)</small>		
BILL, "SHIPPER'S" PORTION OF SHIPPING CHARGES AS INDICATED BELOW		THIRD PARTY'S COMPANY NAME
Bill UPS Account	FOR PREPAID BILLING OPTION ONLY American Express Credit Card Diner's Club Discover MasterCard Visa	UPS Use (Check)
ENTER UPS ACCOUNT NO. (THIRD PARTY) OR MAJOR CREDIT CARD NO.		
THIRD PARTY COUNTRY OR EXPIRATION DATE		

02876501 2/01 W

FOR INTERNATIONAL INFORMATION OR ASSISTANCE CALL 1-800-782-7892

UPS WORLDWIDE SERVICES  
WAYBILL  
(non-negotiable)

UPS W

4 **SERVICE LEVEL** (Please mark large "X". Select one level only. Refer to the appropriate service guide for levels available.)
**EXPRESS PLUS**  
**EXPRESS**  
**EXPEDITED**  
**STANDARD**

<input checked="" type="checkbox"/>	1+
<input checked="" type="checkbox"/>	1
<input checked="" type="checkbox"/>	2
<input checked="" type="checkbox"/>	7

5 **SHIPMENT INFORMATION**

NO. OF PACKAGES IN SHIPMENT	TOTAL ACTUAL WEIGHT OF SHIPMENT	TOTAL BILLABLE WEIGHT OF SHIPMENT (Indicate oversized, if applicable)
1		
<input type="checkbox"/> LTR <input type="checkbox"/> PAK <input type="checkbox"/> 10KG BOX <input type="checkbox"/> 25KG BOX		
DESCRIPTION OF GOODS		INDICATE IF DOCUMENTARY ONLY
4p Pavilion Notebook Computer		<input type="checkbox"/> Mark "X" if shipment only contains documents of no commercial value
DECLARED VALUE OF SHIPMENT FOR INSURANCE ONLY (US \$)	DECLARED VALUE OF SHIPMENT FOR CUSTOMS ONLY (US \$)	
1,100.00	1,100.00	
REFERENCE NO. 1		
REFERENCE NO. 2		
6 <b>COUNTRY OF ORIGIN (MANUFACTURE) OF GOODS</b>		
USA		

8  
REC1  
1Whe  
Ship  
Rec